

Appendix 10

Student Grievance Policy and Non-Academic Appeals Process

Luther Rice University & Seminary students who have a complaint about any aspect of their experience at the institution should follow the steps below. All requests will be handled confidentially.

1. In accordance with the teaching of Jesus (Matthew 18), the student who has a grievance should first try to resolve the issue with the party or parties involved. This may be done through written correspondence, by phone, or in a face-to-face meeting. If the issue is satisfactorily resolved by such a process, no other action is required.
2. If such a “Summary Disposition” as is detailed in item 1 above does not settle the issue, the student should submit the complaint in writing to studentservices@lru.edu or mail it to Student Services Luther Rice University & Seminary, 3038 Evans Mill Road, Lithonia, Georgia 30038. The complaint must include detailed information, including specific dates, times, and the people involved, as well as an account of how the student has sought to resolve the issue up to this point (including copies of all correspondence to and from the parties involved.). The complaint will be submitted to the appropriate administrator by Student Services.
3. The appropriate LRU administrator will review the complaint and send a response to the student within 7 business days. If the student does not believe the complaint was handled properly he/she may submit the complaint in writing including the details from step 2 to the President's Council by emailing it to studentservices@lru.edu or mailing it to Student Services Luther Rice University & Seminary, 3038 Evans Mill Road, Lithonia, Georgia 30038.
4. If, after the above steps have been taken, the student does not believe that the complaint was handled properly by the institution, he/she should contact the accrediting agency, Transnational Association of Christian Colleges and Schools at Post Office Box 328, Forest, Virginia 24551, 434-525-9539, or info@tracs.org.